

White Paper

Solving Call Registering and Tracking Tasks With Call Tracking Systems

Company staffs that receive a lot of phone requests from the customers must register those requests, assign them to the appropriate crewmembers and make sure that the request is completed according to established rules and conditions.

Very often, the call is “registered” on a piece of paper and passed manually among the team. Sometimes, simple spreadsheets or database are used.

This procedure might work with a small amount of phone calls to be processed, but it is certainly very difficult to follow up with each call and ensure that is handled properly according to the defined procedure.

Our developers can create a solution to meet your particular business needs.

The Challenges

Call centers face significant and costly challenges.

Inability to Track Calls

There are a lot of tracking-related issues to be resolved within the call center:

- Who is working on the call?
- Has the call been resolved?
- How to find client original request?
- Is the procedure followed properly?

Inability to Track Client Information

How to avoid spending time for repeated client personal data entry? How to search for registered client quickly and effectively? Majority of the call centers lacks good and efficient client-tracking software.

Software Management Cost Increase

Extensive functionality of call-tracking systems usually leads to complex software solutions. The outcome of this is pretty predictable – administration staff must be extended to support new software.

Training Costs

New software introduction leads to end user training. The more complex solution – the more time must be spent for training – the more money leaves your pocket without visible benefits.

Inability to Customize the Product

All call centers are similar in their desire to improve the business process. However, the process might vary depending on the company's business area. Very often, you have to live with functionality that does not suit your needs to the best extent.

The Solution: Call Tracking System

Call Tracking System can overcome the challenges of call centers, resulting in highly efficient business automation and greater profits.

The Benefits

A highly efficient Call Tracking System can:

Provide Call-Tracking Capabilities

Call Tracking System provides efficient ways of registering and tracking calls. With Call Tracking System, there is no need to search through a lot of papers trying to find necessary information.

Provide Client-Tracking Capabilities

A highly efficient Call Tracking System equates to less time required to complete the task – there is no need to enter customer information repeatedly.

Reduce Software Management Costs

No matter how complicated the business is, with Call Tracking System, call centers do not need to hire large system administrators' staff for software and hardware maintenance.

Minimize Training Costs

The Call Tracking System is a product, which the people of various backgrounds and qualifications can use and apply to daily business activities with minimum training required. It is easy-to-use and self-explanatory.

Provide Customization Capabilities

As Call Tracking System has been developed with a reusable background, it can hence be customized to the current market trends and customer requirements.

Improve Satisfaction

An efficient operation eliminates unnecessary process management procedures enabling staff to focus on direct tasks. The result is greater job satisfaction and increased productivity for both management staff and executor staff.

The DexIk Solution – Call Tracking and Management System

The DexIk Call Tracking and Management System allow solving any call registering and maintenance challenges. It also provides ability to plan and calculate employees schedule, register and process payrolls.

System Features

DexIk Call Registering and Management System has the following features:

- Provides all the details pertaining to the customer, on the entry of client name.
- Generates and maintains employee schedule.
- Allows reviewing and processing billing information
- Employee timesheets and payroll creation and maintenance
- Provides ability to be launched on Touchpad, thus is available to crewmembers at any time. Allows crew members to receive the calls remotely and process them.
- User Administration

Solving Call Registering and Tracking Tasks With Call Tracking Systems

System Modules

The Dexik Call Tracking and Management System has the following modules:

Operations Module:

Allows call registration and maintenance

Operations Module - Smith Alex

[Administration](#) [Reports](#) [Help](#)

✓ Assign
📄 New Call
✖ Cancel Call
⚙ Setup Return
🔄 Recurrent Call

Call Detail Info

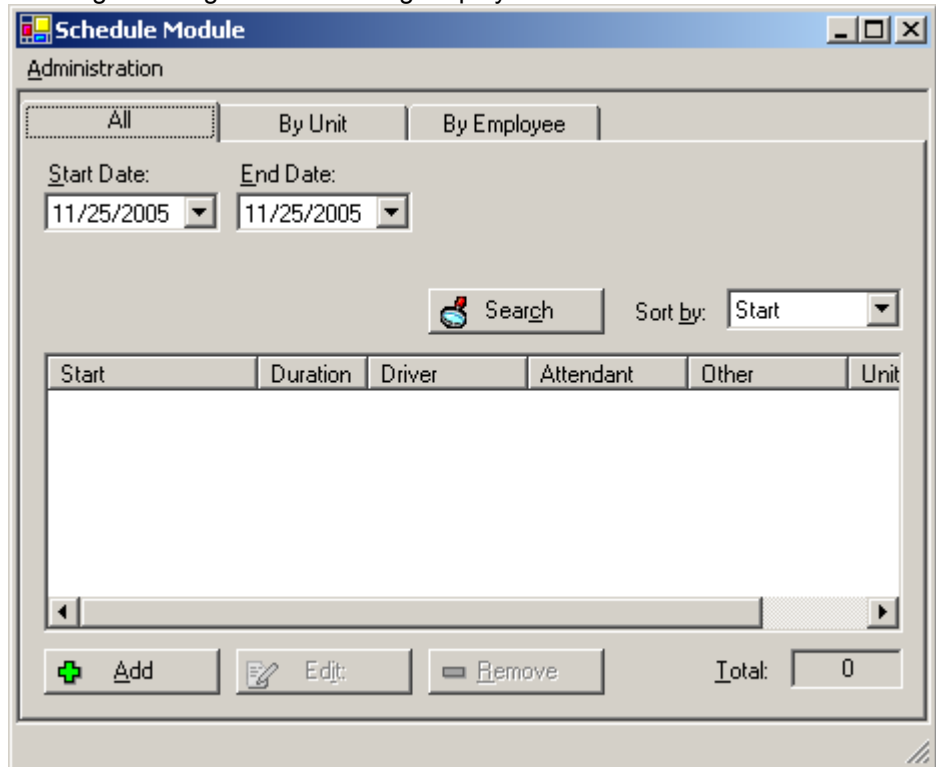
PIN Code: <input type="text"/>	Dispatcher: <input type="text"/>
Call ID: <input type="text"/>	BatchID: <input type="text"/>
Call Taken: 4/12/2006 04:22 PM ▼	
Pickup Date: 4/12/2006 ▼	Respond Time: <input type="text"/>
Pickup Time: <input type="text"/>	Unit on the Scene: <input type="text"/>
Appointment Time: <input type="text"/>	Unit at Destination: <input type="text"/>
Dispatch Time: <input type="text"/>	Unit Clear Time: <input type="text"/>
Unit #: <input style="width: 100%;" type="text"/>	
Patient: Jack Malcovich ▼	
Pickup Facility name: Beverly Hills hospital ▼	
Pickup Address: 67432 Wilshire blvd., Beverly Hills, CA <input type="text"/>	Room#: <input type="text"/>
Dest. Facility name: Beverly Hills hospital ▼	
Destination Address: 67432 Wilshire blvd., Beverly Hills, CA <input type="text"/>	Room#: <input type="text"/>
Name who called: Michelle Cohano ▼	Phone #: 7145689852
Insurance: HMO Blue Cross ▼	
Purpose of Transport: <input type="text"/>	
Medical Info/Diag.: <input type="text"/>	
Dispatch Priority: Code2 ▼	Transport Priority: <input type="text"/>
Notes: <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>	
PCR Form Code: <input type="text"/>	PCS Form Code: <input type="text"/>
PCS Required: <input checked="" type="checkbox"/>	

Ready

Solving Call Registering and Tracking Tasks With Call Tracking Systems

Schedule Module:

Allows generating and maintaining employee schedule



Administration

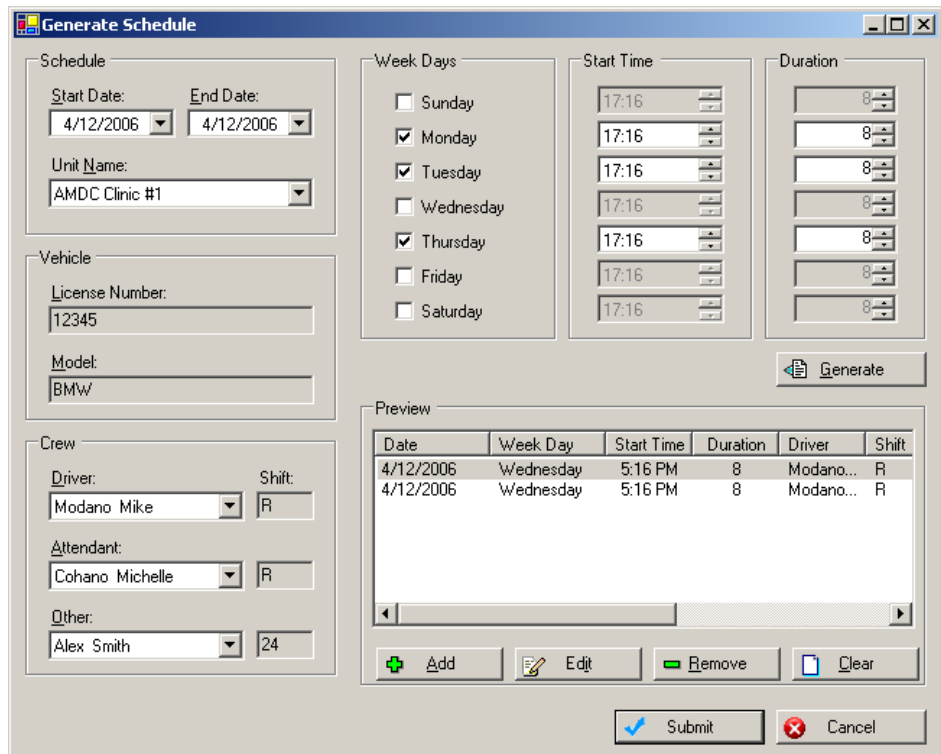
All By Unit By Employee

Start Date: 11/25/2005 End Date: 11/25/2005

Search Sort by: Start

Start	Duration	Driver	Attendant	Other	Unit

Add Edit Remove Total: 0



Schedule

Start Date: 4/12/2006 End Date: 4/12/2006

Unit Name: AMDC Clinic #1

Vehicle

License Number: 12345

Model: BMW

Crew

Driver: Modano Mike Shift: R

Attendant: Cohano Michelle Shift: R

Other: Alex Smith Shift: 24

Week Days

Sunday
 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday

Start Time: 17:16

Duration: 8

Generate

Preview

Date	Week Day	Start Time	Duration	Driver	Shift
4/12/2006	Wednesday	5:16 PM	8	Modano...	R
4/12/2006	Wednesday	5:16 PM	8	Modano...	R

Add Edit Remove Clear

Submit Cancel

Solving Call Registering and Tracking Tasks With Call Tracking Systems

Payroll Module:

Allows registering and maintaining employee payrolls:

Payroll Module - Smith Alex

Employee: Search

Period Starting:
 Period Ending:

Manager:
 24 hr Shift Rate:
 Regular Shift Rate:
 Position:

Timesheet Payroll

Payroll - 13 records

Shift Ty	Date	Day	Total Ho	Regular	Overtime Hour	Overtime Hour	Sick Am	Vacation A	Reg Rat	1.5 Rate	2.0 Rate	Total Re	Total 1.	Total 2.	Total P
24	12/1/20	Thursda	5	0	0	0	0	80	8.0000	12.0000	16.0000	0	0	0	80.0000
24	12/5/20	Monday	48	0	0	0	768	0	8.0000	12.0000	16.0000	0	0	0	768.0000
24	12/6/20	Tuesda	0	0	0	0	0	0	8.0000	12.0000	16.0000	0	0	0	0
24	12/14/2	Wednes	24	0	0	0	384	0	8.0000	12.0000	16.0000	0	0	0	384.0000
24	12/15/2	Thursda	24	0	0	0	0	384	8.0000	12.0000	16.0000	0	0	0	384.0000
24	12/29/2	Thursda	24	0	0	0	204	0	8.0000	12.0000	16.0000	0	0	0	204.0000

Total Hours: Total Regular Salary: Overtime Hours x1.5: Overtime x 1.5 Salary: Overtime Hours x2: Overtime x2 Salary: Total Sick Pay: Total Vacation Pay: Total Salary:

Ready

Billing Module:

Allows reviewing and processing billing information

Billing Module

Administration Help

View Details Send to Billing History Cancel Call Close

Apply Search Filter Select All Clear Selection

Call ID:

Pickup Date: Patient First Name:

Pickup Address: Patient Last Name:

Destination Address: SSN:

Call Status: Insurance:

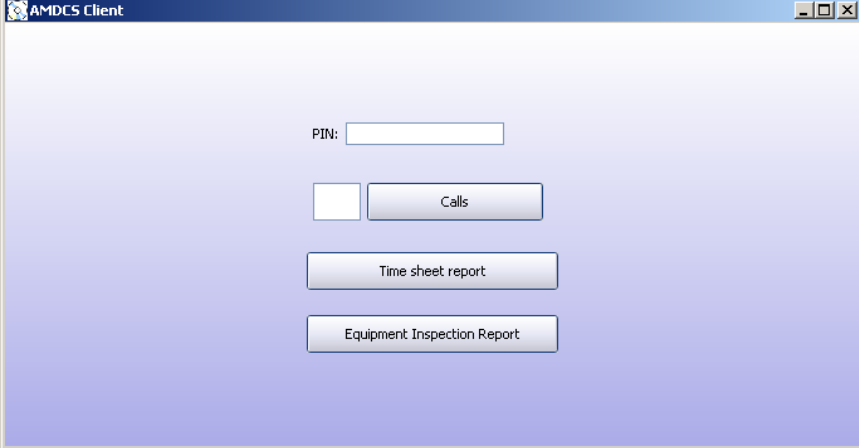
Call In Progress - 91 records

Call ID	Pickup Date	Pickup Time	Status	Pickup address	Destination Address	Unit as
395	11/15/2005	0:0	Clear	600 Centinela Ave	600 Centinela Ave	
396	11/16/2005	18:16	Denied	600 Centinela Ave	600 Centinela Ave	
397	11/22/2005	0:0	Cancel	600 Centinela Ave333	600 Centinela Ave	
398	11/23/2005	18:16	Paid	600 Centinela Ave	600 Centinela Ave	
399	11/14/2005	15:45	Paid	600 Centinela Ave	600 Centinela Avesdad	AMDC
400	11/17/2005	18:19	Paid	124 Culver Blvd.	455 Manchester Ave	AMDC
401	11/18/2005	18:19	Paid	455 Manchester Ave	124 Culver Blvd.	AMDC
402	11/19/2005	18:13	Paid	124 Culver Blvd.	455 Manchester Ave	AMDC
403	11/19/2005	18:31		124 Culver Blvd.	455 Manchester Ave	AMDC
404	11/19/2005	14:46		sdfsdf	zdsad	AMDC
405	11/21/2005	16:4		8900 Pershing drive	8900 Pershing drive	AMDC

Solving Call Registering and Tracking Tasks With Call Tracking Systems

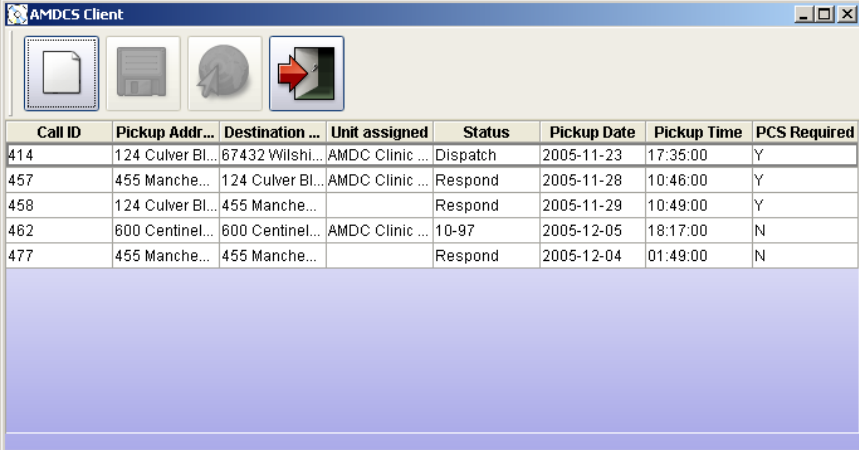
Infield Module:

This module runs on Touchpad and available to crew at any time. Allows crew members to receive calls remotely and proceed with the task.



The screenshot shows the AMDCS Client application window. It features a central PIN input field, a 'Calls' button, a 'Time sheet report' button, and an 'Equipment Inspection Report' button.

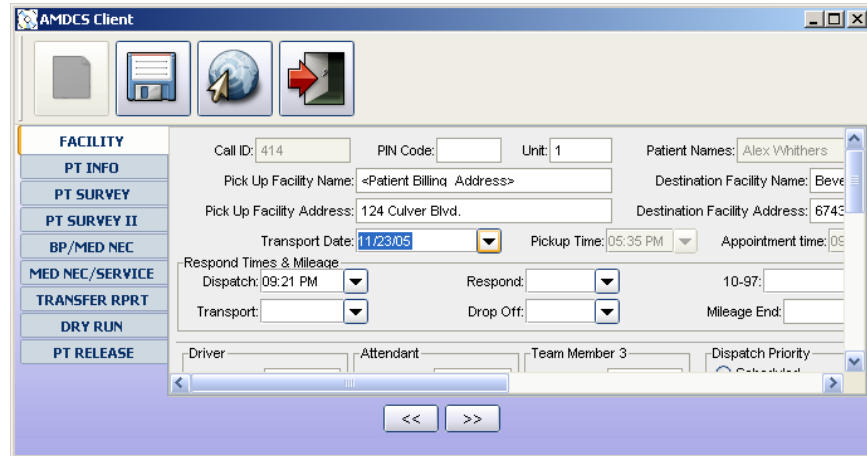
Call list assigned to the specific car:



Call ID	Pickup Addr...	Destination ...	Unit assigned	Status	Pickup Date	Pickup Time	PCS Required
414	124 Culver Bl...	67432 Wlilshi...	AMDC Clinic ...	Dispatch	2005-11-23	17:35:00	Y
457	455 Manche...	124 Culver Bl...	AMDC Clinic ...	Respond	2005-11-28	10:46:00	Y
458	124 Culver Bl...	455 Manche...		Respond	2005-11-29	10:49:00	Y
462	600 Centinel...	600 Centinel...	AMDC Clinic ...	10-97	2005-12-05	18:17:00	N
477	455 Manche...	455 Manche...		Respond	2005-12-04	01:49:00	N

Solving Call Registering and Tracking Tasks With Call Tracking Systems

The driver or other crewmember can fill the call form any time even if Internet connection is not available. The form will be stored locally until Internet connection established and the data will be sent to server for synchronization.



The screenshot shows the AMDCS Client software interface. The window title is "AMDCS Client". The interface includes a sidebar with menu items: FACILITY, PT INFO, PT SURVEY, PT SURVEY II, BP/MED NEC, MED NEC/SERVICE, TRANSFER RPRT, DRY RUN, and PT RELEASE. The main area contains a call registration form with the following fields:

- Call ID: 414
- PIN Code: [Empty]
- Unit: 1
- Patient Names: Alex Whithers
- Pick Up Facility Name: <Patient Billing Address>
- Destination Facility Name: Beve
- Pick Up Facility Address: 124 Culver Blvd.
- Destination Facility Address: 6743
- Transport Date: 11/23/05
- Pickup Time: 05:35 PM
- Appointment time: 05
- Respond Times & Mileage:
 - Dispatch: 09:21 PM
 - Respond: [Empty]
 - 10-97: [Empty]
 - Transport: [Empty]
 - Drop Off: [Empty]
 - Mileage End: [Empty]
- Driver: [Empty]
- Attendant: [Empty]
- Team Member 3: [Empty]
- Dispatch Priority: [Empty]

Navigation buttons: << and >>